



January 7, 2016

Dear Employee of Residential CRF, Inc:

We would like to take this opportunity to welcome you to Auxiant. We are your new Third Party Administrator (TPA) effective February 1, 2016. In this letter we will address questions that are commonly asked when changing to a new insurance company or TPA.

What is a Third Party Administrator (TPA)?

A TPA is the entity (such as Auxiant) contracted to set up and provide administration to the health plan (such as the Residential CRF, Inc Health Plan). A TPA is not an insurance company. Auxiant's primary role is to process and pay claims as instructed by Residential CRF, Inc via the Plan Document which outlines all medical benefits.

When will I receive my new ID cards?

Your new ID card with Auxiant will be distributed to you before February 1, 2016. It is IMPORTANT that you destroy and discard any ID cards you may have used with your current administrator prior to February 1, 2016 as they are no longer valid after January 31, 2016. You will need to use your Auxiant Identification card when going to a Medical or Pharmaceutical provider. It is very important to use your new Auxiant ID card to ensure Medical claims are sent to the proper address for prompt claims payment.

What providers are in the PPO Network?

Sagamore Plus is your preferred provider network. You can access the preferred provider listing by calling the Toll-Free Customer Service line at 1-800-364-3469 or by going to the Sagamore website at www.sagamorehn.com.

When seeking care outside of the state due to traveling or attending school, your preferred provider network is PHCS. PHCS can be reached at 1-888-449-7427 or visit www.multiplan.com for participating providers.

How do I get my prescription filled?

TrueRx will be administering your pharmacy benefits. It is important when you visit a pharmacy, on or after February 1, 2016, you present your new Auxiant ID card as it will have your prescription drug information on the back of the card. **If you are on a medication that requires prior authorization or has quantify limits or if you are getting prescriptions through mail order you should try to refill those prescriptions through KBA one last time before the end of January so that you have time to get prior authorizations and mail order drugs through Auxiant. This not NOT an automatic procedure.**

How can I contact Auxiant?

Auxiant is available Monday through Friday from 9:00am - 5:30pm Eastern Standard Time. We can be reached by phone at 800-475-2232, by fax at 319-866-9889, by mail at P.O. Box 75008, Cedar Rapids, IA 52401 (non-claims mailing address), or visit us on the web at www.auxiant.com.

We look forward to serving you in the future.

Sincerely,

